2018/2019
FINAL SERVICE LEVEL STANDARDS

TABLED TO COUNCIL ON 31 MAY 2018

DEPARTMENT OF PROVINCIAL TREASURY
SUPPLY CHAIN MANAGEMENT UNIT
FLEET MANAGEMENT MFG
2018 -06- 14
Signature
PROVINCE OF THE EASTERN CAPE

TK

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INTRODUCTION

The MFMA Circulars No.72 and No.74 indicated that all municipalities must formulate service level standards which must form part of the MTREF budget documentation.

Services standards indicate to what standard a particular service is delivered. Thus service standards can measure or evaluate the performance of local governments in terms of service delivery. Service standards are developed and measured against:

- Quantity; Quality; Time/Timeliness; Value for money; Access; Equity and Flexibility

A good starting point for communicating with citizens is to identify what they want and need to know, and then decide how to respond.

The Blue Crane Route Municipality always try to ensure that it executes and refines its strategies of enhancing engagement and improving dialogue with its customers. We hold the firm belief that the municipality will incessantly strengthen its partnership and relations with its customers in its quest to fast-track service delivery.

The 2018/2019 Service Level Standards of the municipality is a separate document that accompanies the 2018/2019 Final MTREF Budget document.

The following schedule reflects the history of the service delivery standards of the Blue Crane Route Municipality:

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SOLID WASTE REMOVAL

Standard	Description	Service Level
Solid Waste Removal		
Premise based removal (Residential Frequency)		Once a week
Premise based removal (Business Frequency)		Once a week
Bulk Removal (Frequency)		Only on request
Removal Bags provided(Yes/No)		Yes
Garden refuse removal included (Yes/No)		Yes
Street Cleaning Frequency in CBD		Daily
Street Cleaning Frequency in areas excluding CBD		As Necessary
How soon are public areas cleaned after events (24hours/48hours/longer)		48 hours
Clearing of illegal dumping (24hours/48hours/longer)		Longer
Recycling or environmentally friendly practices(Yes/No)		Yes
Licenced landfill site(Yes/No)		Yes

WATER SERVICES

Standard	Description	Service Level
Water Service		
Water Quality rating (Blue/Green/Brown/N0 drop)		Blue
Is free water available to all? (All/only to the indigent consumers)		Only to the indigent Consumers per month
Frequency of meter reading? (per month, per year)		Three months period
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)		Three months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)		
One service connection affected (number of hours)		4 hours
Up to 5 service connection affected (number of hours)		8 hours
Up to 20 service connection affected (number of hours)		24 hours
Feeder pipe larger than 800mm (number of hours)		N/A
What is the average minimum water flow in your municipality?		2million Kl per annum
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		Yes
How long does it take to replace faulty water meters? (days)		2 days
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		No - we have telemetry in place

ELECTRICITY SERVICES

Description Standard	Service Level
Electricity Service	
What is your electricity availability percentage on average per month?	97% due to old rural lines that are
Do your municipality have a ripple control in place that is operational? (Yes/No)	No
How much do you estimate is the cost saving in utilizing the ripple control system?	N/A
What is the frequency of meters being read? (per month, per year)	Once per month
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Three months period
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Three months
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	Immediately in town and one day
Are accounts normally calculated on actual readings? (Yes/no)	Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes
How long does it take to replace faulty meters? (days)	1 day
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	(Yes) random audit and
How effective is the action plan in curbing line losses? (Good/Bad)	(Bad) line losses happen in areas
How soon does the municipality provide a quotation to a customer upon a written request? (days)	1 day
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	1 day
How long does the municipality takes to provide electricity service for low voltage users where network extension is not	2 working days
How long does the municipality takes to provide electricity service for high voltage users where network extension is not	2 working days

SEWERAGE SERVICES

Description Standard	Service Level
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	Compliant - currently upgrading
To what extend do you subsidize your indigent consumers?	50% - 100%
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	24 hours
Sewer blocked pipes: Large pipes? (Hours)	24 hours
Sewer blocked pipes: Small pipes? (Hours)	24 hours
Spillage clean-up? (hours)	24 hours
Replacement of manhole covers? (Hours)	48 hours

ROADS INFRASTRUCTURE SERVICES

Description Standard	Service Level
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	5 hours
Time taken to repair a single pothole on a minor road? (Hours)	3 hours
Time taken to repair a road following an open trench service crossing? (Hours)	8 hours
Time taken to repair walkways? (Hours)	8 hours

PROPERTY VALUATION

Standard	Description	Service Level
Property valuations		
How long does it take on average from completion to the first account being issued? (one month/three months or longer)		Three months
Do you have any special rating properties? (Yes/No)		Yes

FINANCIAL MANAGEMENT

Standard	Description	Service Level
Financial Management		
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)		Decrease
Are the financial statement outsources? (Yes/No)		No
Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balalnce?		Yes
How long does it take for an Tax/Invoice to be paid from the date it has been received?		Within 30 days
Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?		No

ADMINISTRATION

Standard	Description	Service Level
Administration		
Reaction time on enquiries and requests?		
Time to respond to a verbal customer enquiry or request? (working days)		Working on ad hoc basis, busy developing a customer
Time to respond to a written customer enquiry or request? (working days)		3 -7 working days
Time to resolve a customer enquiry or request? (working days)		3 - 7 working acknowledge receipt if contacts details are attached, and refer to relevant department
What percentage of calls are not answered? (5%,10% or more)		3 - 7 working days
How long does it take to respond to voice mails? (hours)		10%, busy centralising the customer care unit
Does the municipality have control over locked enquiries? (Yes/No)		N/A
Is there a reduction in the number of complaints or not? (Yes/No)		No
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)		Yes
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?		1 day
		In the process of centralising the SCM Unit

COMMUNITY SAFETY AND LICENSING SERVICES

Standard	Description	Service Level
Community safety and licensing services		
How long does it take to register a vehicle? (minutes)		5 minutes
How long does it take to renew a vehicle license? (minutes)		5 minutes
How long does it take to issue a duplicate registration certificate vehicle? (minutes)		5 minutes
How long does it take to de-register a vehicle? (minutes)		5 minutes
How long does it take to renew a drivers license? (minutes)		5 minutes
What is the average reaction time of the fire service to an incident? (minutes)		Approximately 7 minutes in urban area and rural area it depends on the kilometres
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)		Not part of municipality services
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)		Not part of municipality services

ECONOMIC DEVELOPMENT

Standard	Description	Service Level
Economic development		
How many economic development projects does the municipality drive?		Eighteen
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?		Four
What percentage of the projects have created sustainable job security?		44%
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)		No

OTHER SERVICE DELIVERY AND COMMUNICATION

Description Standard	Service Level
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	No
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
Are customers treated in a professional and humanly manner? (Yes/No)	Yes